STATISTICS FOR COURT PLANNING & PERFORMANCE EVALUATION: THE JUDICIAL ADMINISTRATION DASHBOARD

LAW LIBRARY
SUPERIOR COURT OF ARIZONA, MARICOPA COUNTY

September 2004

COURT USE AND MODELS

DiPrimio, Joseph and Ingo Keilitz. *Beyond Dashboards, Scorecards and Report Cards: Building a Court Performance Measurement System Step-By-Step*. Article written in support of a presentation to be given at CTC8 in 2003. Available at http://www.ctc8.net/showarticle.asp?id=75.

Kauder, Neal B., Ingo Keilitz and Brian J. Ostrom. "The Judicial Administration Dashboard (JAD): A Court Performance Guidance System." 12 *Court Manager* 21 (No. 2 1997).

Keilitz, Ingo. *Automated Court Performance Measurement Systems: The Next Big Thing*. Article written in support of a presentation to be given at CTC8 in 2003. Available at http://www.ctc8.net/showarticle.asp?id=76.

Kobbervig, Wayne N. "ATCSTAT: A Tool for Caseload Statistics." 6 *Court Technology Bulletin* 3 (May /June 1994).

Walker, J. Douglas. *A Court Manager's Information Display System: A Conceptual Design and Mockup System*. Williamsburg, VA: National Center for State Courts, 1997.

Walker, Douglas J. "Court Manager's Information Display System." 9 *Court Technology Bulletin* 1 (January/February 1997).

GENERAL

Bell, Robert R. "A Balanced Scorecard for Leaders: Implications of the Malcolm Baldrige National Quality Award Criteria." 69 *Advanced Management Journal* 12 (Winter 2004).

"Dashboard Democracy - Desktop Business-Intelligence Displays are Moving From the Executive Suite to the Cubicle, Where the ROI Is Even Better." 37 *Computerworld* 40 (No. 24, 2003).

Dover, Colin. "Business Intelligence: All Eyes on the Dashboard." *iStart: New Zealand's e-Business Portal* (October 2004). Available at http://www.istart.co.nz/index/HM20/AL213/AR26598.

Dragoon, Alice. "CIO: Automated: Praxair Uses Technology to Aid in Managing Information Technology Projects." 15 *CIO* 22 (July 15, 2002).

"Gauge Performance By the Dashboard? Business Software Innovations." 9 *Internet World* 14 (March 2003).

Marr, Bernard, Gianni Schiuma and Andy Neely. "Intellectual Capital - Defining Key Performance Indicators for Organizational Knowledge Assets." 10 *Business Process Management Journal* 551 (2004).

Mayor, Tracy. "Red Light, Green Light: GM North America Is Swamped With Technology Projects To Be Managed." 15 *CIO* 108 (October 01, 2001).

Rau, Kenneth G. "The CIO Dashboard Performance Management Program: Measuring and Managing the Value of IT." 20 *Information Strategy* 6 (Winter 2004).

"Revving Up - In the Management Section: Any IT Department Can Build a Digital Dashboard With Today's User-Friendly Tools. Persuading People to Use It and Convincing Them to Trust the Information They Find There are Tougher Challenges. Here's How to Do Both." 38 *Computerworld* 31 (No. 25, 2004).

"USDA Tests Tool for Portfolio Management: Metier Ltd.'s WorkLenz 4.1." 22 *Government Computer News* 7 (August 18, 2003).

Wyatt, Jamie. "Scorecards, Dashboards, and KPIs: Keys to Integrated Performance Measurement." 58 *Healthcare Financial Management* 76 (February 2004).